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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/389,858	09/02/1999	ROBERT BARRITZ	P/1318-38	5968

2352 7590 12/04/2001

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NEW YORK, NY 100368403

[REDACTED] EXAMINER

ELISCA, PIERRE E

ART UNIT	PAPER NUMBER
2161	

DATE MAILED: 12/04/2001

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/389,858	ROBERT, BARRY
	Examiner PIERRE E. ELSCA	Group Art Unit 2161

Responsive to communication(s) filed on 10/19/2001.

This action is FINAL.

Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

A shortened statutory period for response to this action is set to expire THREE month(s), or thirty days, whichever is longer, from the mailing date of this communication. Failure to respond within the period for response will cause the application to become abandoned. (35 U.S.C. § 133). Extensions of time may be obtained under the provisions of 37 CFR 1.136(a).

Disposition of Claims

Claim(s) 1-17, AND 19-60 is/are pending in the application.
 Of the above, claim(s) 18 is/are withdrawn from consideration.
 Claim(s) _____ is/are allowed.
 Claim(s) 1-17, AND 19-60 is/are rejected.
 Claim(s) _____ is/are objected to.
 Claims _____ are subject to restriction or election requirement.

Application Papers

See the attached Notice of Draftsperson's Patent Drawing Review, PTO-948.
 The drawing(s) filed on _____ is/are objected to by the Examiner.
 The proposed drawing correction, filed on _____ is approved disapproved.
 The specification is objected to by the Examiner.
 The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. § 119

Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d).
 All Some* None of the CERTIFIED copies of the priority documents have been
 received.
 received in Application No. (Series Code/Serial Number) _____.
 received in this national stage application from the International Bureau (PCT Rule 17.2(a)).
 *Certified copies not received: _____

Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).

Attachment(s)

Notice of References Cited, PTO-892
 Information Disclosure Statement(s), PTO-1449, Paper No(s). _____
 Interview Summary, PTO-413
 Notice of Draftsperson's Patent Drawing Review, PTO-948
 Notice of Informal Patent Application, PTO-152

--- SEE OFFICE ACTION ON THE FOLLOWING PAGES ---

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DETAILED ACTION

Response to Amendment

1. This Office action is in response to Applicant's amendment filed on 10/19/2001.
2. Claim 18 is canceled and claims 1-17, and 19-60 are remained.
3. The rejection to claims 1-17, and 19-60 under 35 U.S.C. 103 (a) as being unpatentable over Beck et al. (U.S. Pat. No. 6,138,139) in view of Li (U.S. Pat. No. 6,144,954) as set forth in the Office action mailed on 07/13/2001 is maintained.

Response to Arguments

4. Applicant's arguments filed on 10/19/2001 have been fully considered but they are not persuasive.

REMARKS

5. In claim 17, Applicant adds the newly limitation wherein said associated information stored in said configuration storage includes financial information concerning at least one of the location system,

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device group and device of said configuration. However, this limitation is also disclosed by Beck in the abstract, lines 1-14, database, col 8, lines 1-11.

- a. Applicant's representative argues that Beck does not teach or suggest: "multimedia communication center". As the Examiner has stated in the Office action mailed on 07/13/2001, page 3, this limitation is disclosed by Beck in the abstract, specifically wherein it is stated that a method/apparatus for supporting diverse interaction paths within a multimedia communication call center.
- b. The prior art of record do not teach or suggest: "computer knowledge base". However, the Examiner disagrees with the Applicant's representative because this limitation is disclosed by Beck in the abstract, col 10, lines 54-67, col 11, lines 1-16.
- c. Applicant's representative also argues that the prior art of record do not teach or suggest: "financial cost of ownership". As the Examiner has stated in the Office action mailed on 07/13/2001, page 3, this limitation is disclosed by Li in col 13, lines 61-67, col 14, lines 1-11, lines 32-54, specifically wherein it is stated that an expert system that has a knowledge base, an inference engine, a knowledge acquisition module, and explanatory interface for rapidly generating, reliable, low cost knowledge bases.

Conclusion

6. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

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A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

The prior art made of record and relied upon is considered to applicant's disclosure.

Any inquiry concerning this communication from the examiner should be directed to Pierre Eddy Elisca at (703) 305-3987. The examiner can normally be reached on Monday, Tuesday, and Wednesday from 5:30AM. to 6:00PM.

If any attempt to reach the examiner by telephone is unsuccessful, the examiner's supervisor, James Trammell can be reached on (703) 305-9769.

Any response to this action should be mailed to:

Commissioner of patents and Trademarks

Washington, D.C. 20231

or faxed to:

(703) 308-9051, (for formal communications intended for entry)

OR:

(703) 305-3718 (for informal or draft communications, please label

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"PROPOSED" or "DRAFT")

Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, VA., Sixth floor (receptionist).

The Official Fax Numbers for TC-2100 are:

After-final (703) 746-7238

Official (703) 746-7239

Non-Official/Draft (703) 746-7240



JAMES P. TRAMMELL
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100



Pierre Eddy Elisca

Patent Examiner

December 03, 2001